

# OTHER USEFUL QUALITY TOOLS

# OTHER QUALITY TOOLS

- PICTOGRAPHS
- CHECKSHEETS
- SURVEYS
- FLOW CHARTS

# PICTOGRAPHS



1980 = \$1.00



1985 = \$0.70



1990 = \$0.56



1995 = \$0.50

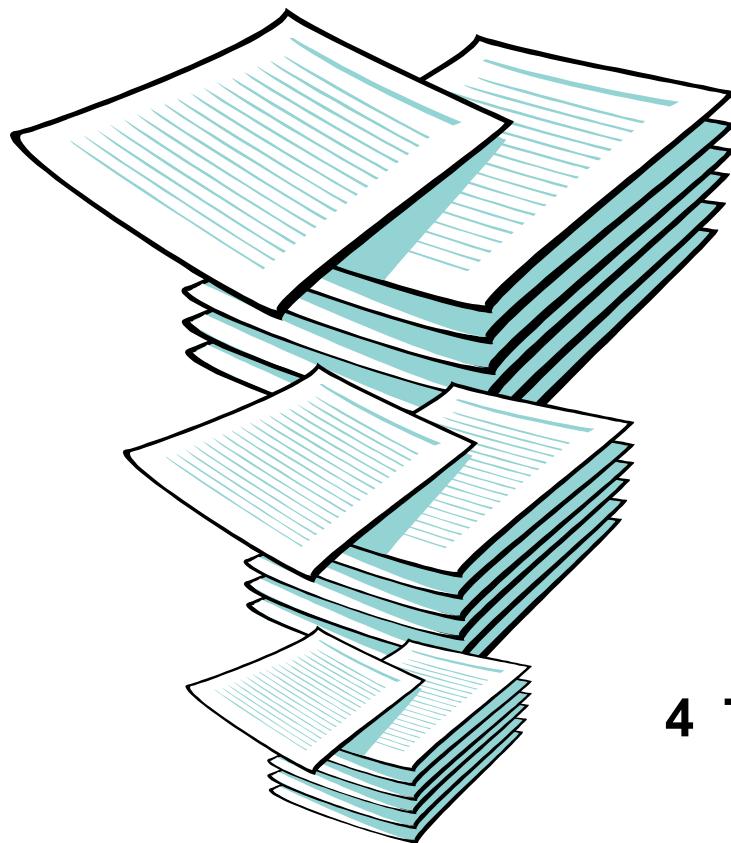


2000 = \$0.46

- PICTOGRAPHS ARE USEFUL TO DEPICT DATA THAT SHOWS LITTLE VARIATION IN A BAR OR LINE GRAPH.
- THE CHOICE OF PICTURE TELLS THE READER THE SUBJECT OF YOUR GRAPH AND GRABS THE READERS ATTENTION.

# PICTOGRAPHS

IF YOU WERE DOING A PROJECT ON  
PAPER REDUCTION YOU MIGHT SHOW  
THIS PICTOGRAPH:



10 TONNES / MONTH USED

7.5 TONNES/ MONTH USED AFTER CM 1

4 TONNES/ MONTH USED AFTER CM 2

# CHECKSHEETS

- CHECKSHEETS ARE VERY USEFUL IN COLLECTING DATA IF DONE CORRECTLY.
- IF IT'S NOT EASY TO USE, THE DATA YOU GET MAY NOT BE THE ACTUAL DATA YOU WANT. (TOO BUSY TO MARK DOWN ACTUALS, SO PEOPLE MAKE UP DATA POINTS.)
- BEFORE YOU MAKE A CHECKSHEET ENSURE YOU KNOW WHAT DATA YOU ARE LOOKING FOR.

# CHECKSHEETS

- A GOOD CHECKSHEET REQUIRES LITTLE EFFORT FROM THE USER IN ORDER TO COMPLETE.
- THE LESS PEN STROKES AND / OR NOTES REQUIRED THE BETTER.
- ALWAYS MAKE SURE THE USER HAS TIME TO COMPLETE YOUR SHEETS AND HASN'T BEEN "VOLUNTOLD" UNWILLINGLY.
- ALWAYS RUN THROUGH THE SHEET YOURSELF BEFORE SENDING IT OUT... THIS ENSURES ANY ERRORS, MISUNDERSTANDINGS ARE ELIMINATED BEFORE THE USER SEES IT....

# CHECKSHEETS

## STAGING MISPACK DOCUMENTATION

DATE: \_\_\_\_\_ SPS 1 or SPS 2      SHIFT: A or B  
(CIRCLE APPROPRIATE)

CASE NUMBER	LOT NUMBER	REASON				Associate Name
		WP	WS	WQ	NP	
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						

Totals:

LEGEND: WP = Wrong Part      WQ = Wrong Quantity  
WS = Wrong Sequence      NP = No Parts

Section Leader Signature: \_\_\_\_\_

THIS CHECKSHEET IS EASY  
TO COMPLETE...

THE USER ONLY NEEDS TO  
DOCUMENT THE CASE #,  
LOT #, TICK OFF IN THE  
CORRECT MISPACK  
COLUMN, AND NOTE NAME  
OR INITIALS....

THE DATE, SHIFT ETC, ARE  
COMPLETED AT THE TOP  
TO ELIMINATE THE NEED  
FOR THE ASSOCIATE TO  
FILL IT OUT EACH TIME....

# SURVEYS

- BEFORE YOU START YOUR SURVEY YOU MUST DECIDE WHAT YOUR OBJECTIVES ARE....
  - WHAT ARE YOU TRYING TO FIND OUT?
  - WHO ARE YOU GOING TO GIVE THE SURVEY TO?
  - HOW LONG CAN IT BE? (HOW LONG DO THOSE SURVEYED HAVE TO SPEND COMPLETING IT)
  - DOES EVERYONE GET THE SAME ONE?

# SURVEYS

## WHAT ARE YOU TRYING TO FIND OUT?

- MAKE SURE YOUR SURVEY IS SPECIFIC ENOUGH TO GET THE ANSWERS YOU WANT – USE YES / NO OR TRUE / FALSE, LEAVE LITTLE FOR DISCUSSION IF POSSIBLE.
- THIS MAKES SURE YOUR DATA CAN BE SHOWN GRAPHICALLY AND WILL SHOW COMMONALITY AMONG ALL SURVEYED.  
(OPEN ENDED QUESTIONS ARE HARDER TO SUMMARIZE)

# SURVEYS

## WHO WILL BE COMPLETING THE SURVEY?

- THIS DETERMINES WHAT “LINGO” OR TECHNICAL QUESTIONS YOU CAN ASK.  
(IE. SURVEY ONLY PC ASSOCIATES – CAN USE ‘KLS’ AND ‘TR’ FREELY – IF OTHERS INVOLVED, MUST EXPLAIN IN FULL)
- YOU DON’T WANT TO POSE QUESTIONS THAT ONLY 2 OF 100 KNOW THE ANSWER TO... (NOT VALUE ADDED)

# SURVEYS

HOW LONG DO THOSE BEING SURVEYED HAVE TO COMPLETE THE SURVEY?

- IF VERY LITTLE TIME IS AVAILABLE, USE ALL YES / NO AND TRUE FALSE QUESTIONS. KEEP QUESTIONS TO 1 SENTENCE.
- IF MORE TIME IS AVAILABLE YOU CAN USE A RATING SYSTEM OR ASK FOR A WRITTEN RESPONSE.

*WHEN PEOPLE HAVE VERY LITTLE TIME YOU WANT TO MAKE IT AS EASY AS POSSIBLE FOR THEM TO GIVE **CORRECT** ANSWERS.*

# SURVEYS

DOES EVERYONE GET THE SAME ONE?

*THAT DEPENDS ON WHAT YOU ARE LOOKING FOR  
AND HOW LONG PEOPLE HAVE TO SPEND  
COMPLETING IT.*

- IF PEOPLE HAVE LITTLE TIME AND YOU HAVE 5 DIFFERENT AREAS TO SURVEY, MAKE SEPARATE ONES SO YOU DON'T WASTE THEIR TIME SKIPPING QUESTIONS.
- IF YOU WANT THE OPINIONS OF MANY PEOPLE ON THE SAME ITEMS, MAKE SURE IT'S EXPLANATORY ENOUGH TO GET VALID RESPONSES. (EXPLAIN ACRONYMS, TECHNICAL TERMS)

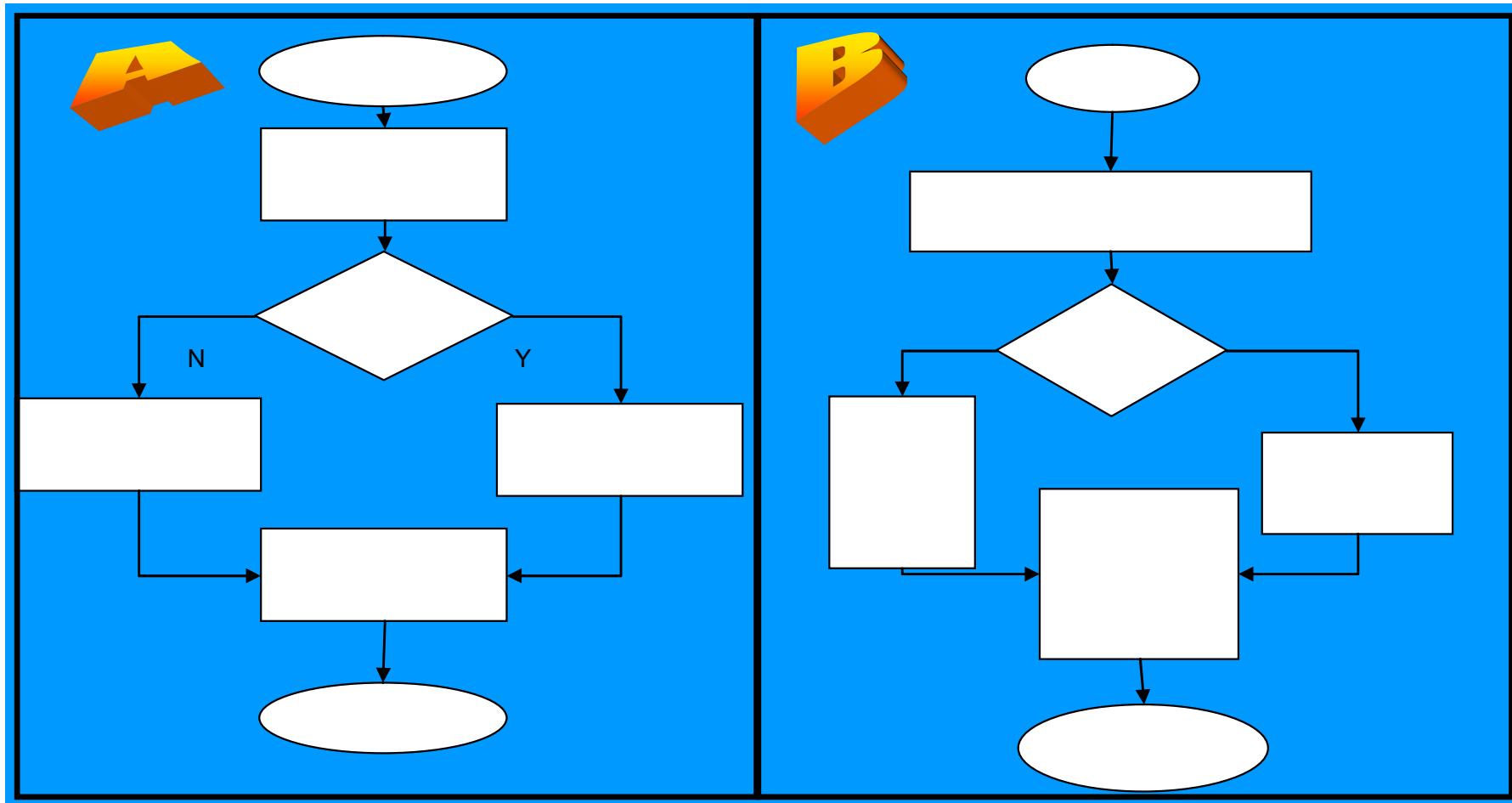
# FLOW CHARTS

## TIPS FOR FLOW CHARTS:

1. DECIDE HOW DETAILED YOU WANT IT TO BE... OTHERWISE IT MAY BE PAGES LONG
2. IF THE PROCESS INVOLVES DIFFERENT JOB TITLES (SV/SL/ ASSOC.) BE SURE TO LIST THEM SO EVERYONE KNOWS THEIR RESPONSIBILITIES.
3. MAKE ALL BOXES / SHAPES THE SAME SIZE. (EASIER TO SEE)

# FLOW CHARTS

WHICH DO YOU LIKE BETTER?



'A' IS MUCH MORE ORGANIZED AND PROFESSIONAL APPREARING.